ABSTRACT OF THE DISCLOSURE

Systems, methods and computer readable mediums are provided for supporting a user from a remote computer. In one embodiment, a control embedded in a web page that is currently being viewed by a web browser is activated, and source code is received from the remote computer. The control is used to execute the source code received from the remote computer so as to read and/or modify state information of the web browser. In another embodiment, a message from a control embedded in a web page that is currently being viewed by a web browser executing on the remote computer is received at the customer service computer. Source code is sent from the customer service computer to the control so as to cause the control to read and/or modify state information of the web browser executing on the remote computer.

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